



**WEST PARK**

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**ANIMAL HOSPITAL**

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# **Emergency Visit Information**

## WAIT TIME:

- The average wait time for a walk-in emergency appointment is **2-4** hours. Your wait time may be more or less than this based on the volume of pets each day.
  - We work on a first-come, first-serve basis, seeing the most critical patients first.
  - For new clients or pets visit our website to fill out a new client form while you wait to help expedite the process at:  
<https://www.westparkanimalhospital.com/new-patient-information>
- Please know that there may be an additional wait after you have been checked out or after your pet is returned to you. Our staff will need time to complete treatments, fill medications, and type go home instructions. Additionally, if a critical pet comes in that requires staff's immediate attention, this may also cause a delay. We thank you for your patience and understanding.
- If you need to leave while waiting to hear from the doctor, please let our staff know so that we can help make arrangements for you. For example, if you need to run an errand, go get a drink or food or you need to use the facilities. Please call us and let us know and we will assist you however we can.

## CHARGES:

- Our emergency team takes over at 5pm. If your pet is not seen until 5pm or later, you will be charged emergency fees, regardless of when you arrived. To avoid emergency fees, we ask that you call us to set a scheduled appointment for any non-emergency cases (vaccines etc..)
- If your pet needs extensive care, we will review an estimate with you and ask you for a deposit. This is standard practice at all emergency clinics. We do accept Care Credit (financed medical care) and can help you apply for this if needed or desired.

For more info, visit <https://www.carecredit.com/>

or call (800) 677-0718.

## **PROCEDURE:**

- If your pet has a critical of life-threatening emergency, please bring your pet inside the building or alert the staff in the lobby immediately. DO NOT wait to get checked in and triaged.
- For all other non-life-threatening emergencies: Our staff will come to your car to get a history on your pet and triage them.
  - *\*Triageing is the assignment of degrees of urgency to wounds or illnesses to decide the order of treatment of a large number of patients.*
- Due to the Covid pandemic, we are not allowing any clients in the building with the exception of Euthanasia's and critical patients. We will ask that you wear a mask in the building and limit the number of family members that come in with the pet. A mask will be provided if you do not have one.
- The doctor will communicate exam findings and recommended treatments with you over the phone. please be sure to provide the staff who checks you in with the number of the cellular phone you have with you in the car while here.
  - Due to high call volumes, Doctors may be calling you from their cell phones using a blocked number. PLEASE ANSWER ALL CALLS FROM WPAH OR A BLOCKED NUMBER WHILE HERE.

*\*Please be kind to your veterinary staff. The veterinary profession has been working non-stop through Covid while dealing with a 30% increase in business. We are doing all we can to see each and every pet that needs us.*

**Thank you for entrusting us with the care of your pets/family! We appreciate all of our clients, your patience, understanding and kindness.**

# Thank you for choosing West Park Animal Hospital

## Website

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<https://www.westparkanimalhospital.com/>

## Facebook

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<https://www.facebook.com/WestParkAH>

## Smartphone App

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<https://dashboard.petdesk.com/Account/Login>

\*Download our Free Pet Desk App and enjoy one touch scheduling, medication refills, see your pets' medical records and join our loyalty program to earn discounts and free services!



# PetDesk